

10 TIPS COMMUNICATION ETIQUETTE

College Edition

Montclair State University
SCHOOL OF
COMMUNICATION
AND MEDIA

#1 *Maintain Reasonable Eye-Contact*

- Focus on the person you are talking to, don't look at your phone or watch. The person is expecting your complete attention, your actions speak way louder than words.

LISTENING



#2 *Let Them Talk*

- Listen to what the other person is saying and refrain from interrupting or completing their sentences for them. Simply listen and then respond after they've finished speaking.



#3 *Repeat What Was Said*

- Show the other person that you are listening attentively and understand what they are saying. For example, "so what your saying is...". This will show the other person that you are truly trying to understand them.



#4 *Be Concise*

- Be mindful and respectful of others' time. Try to keep your message to the point, simple and specific. Try not to go off into random tangents.



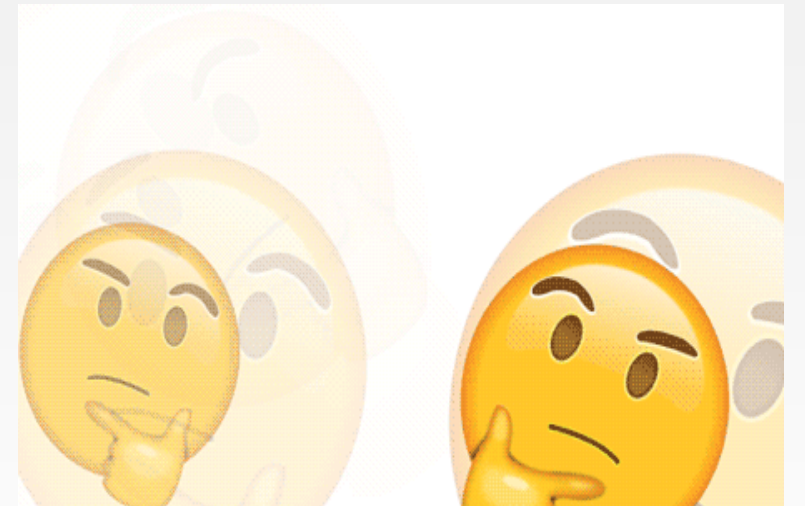
#5 *Express Yourself Kindly*

- Don't be scared to voice your concerns or opinions. But always be polite and open-minded to the differing viewpoints others may express.



#6 *Think it Through*

- Choose the right delivery method in communicating. Decide on the most appropriate medium for your message whether that is a text message, an email, or a face to face conversation.



#7

Avoid Touchy Topics

- Keep it professional, depending on the setting and gear your talking points to respond to the flow of the conversation. People don't generally want to be put into uncomfortable positions or face awkward talking encounters. Overall, know your place and know your crowd.



#8 *Ask Questions*

- Effective communication involves reciprocal open-ended questions as a way to gain understanding, promote new ideas, resolve any confusion, and maintain collaboration.



#9 *Keep Yourself Updated*

- Be honest and responsive when communicating. Take ownership of your work and responsibility in your actions as well. Try to stay informed and if there is ever a delay- simply talk about it or ask for assistance.



#10 *Be Upfront*

- Use your voice (respectfully) and let others know what you think. Offer your insight, experiences, suggestions, and also be willing to listen and expand on ideas.



